## **TABLE OF CONTENTS**

<u>Chapter</u>		_
1	INTRODUCTION	<u>Page</u>
1.1 1.2 1.3 1.4 1.5 1.6 1.7	Office for Children with Special Health Care Needs	1-1 1-1 1-1 1-2 1-2 1-3 1-4 1-6
	<u>Misc</u>	
	Arizona Counties Map Family Resource Coordination Process Flow Chart Family Resource Coordination Program Information	
2	PROGRAM SERVICES	
2.1 2.2 2.3 2.4 2.4.1 2.4.2 2.4.3 2.4.4 2.5 2.6 2.7 2.7.1 2.8	Referral Intake Indicators Individual Service Plan (ISP) Initial ISP Ongoing/ Annual ISP Review of the ISP Changes in the ISP Transfer/Exit Family Resource Coordination Direct Care Services Allowed Services Transition	2-1 2-1 2-2 2-3 2-3 2-4 2-4 2-5 2-5 2-6 2-6 2-10
	<u>Forms</u>	
	Authorization for Release of Information Changes in the ISP Doctor Referral/Authorization Family Contact/Progress Notes Individual Service Plan (ISP) Intake Form Program Transfer/Exit Request for Authorization of Services Review of the ISP Review of the ISP Continuation Page Transition Plan and Timeline Transition Planning Form	

## **TABLE OF CONTENTS (cont.)**

<u>Chapter</u>		<u>Page</u>
	Form Letters	
	Case Transfer Letter of Introduction Loss of Contact 10-Day Letter Loss of Contact ISP Needed Notice of Intended Action Case Closure Voluntary Request Case Closure/Reopen	
	<u>Misc</u>	
	Direct Care Services (DCS) Table Intake Form Instructions	
3	PERSONNEL AND TRAINING	
3.1 3.2 3.3 3.4	Contractor/Supervisor Responsibilities	3-1 3-2 3-4 3-5
	<u>Forms</u>	
	Family Resource Coordination Initial Orientation Process Family Resource Coordination Personnel Profile Family Resource Coordinator Staff Report FRC Staff Business Continuity and Recovery Plan Training Log FRC Staff Training/Education/Meetings/TA Log FRC Training Registration Form	
4	BILLING	
4.1 4.2 4.3 4.3.1 4.4 4.5	Billing Policy	4-1 4-2 4-4 4-5 4-10 4-10
	<u>Forms</u>	
	Family Resource Coordination Detail Sheet TBI Direct Care Services Detail Report SCI Direct Care Services Detail Report CYSHCN Direct Care Services Detail Report Monthly Invoice Community Outreach/Education Log	

## **TABLE OF CONTENTS (cont.)**

<u>Chapter</u>		Page
	Monthly Member Activity Report Roster of Active Members Staff Training and Education Log FRC Staff Mileage Log Procurement Change Order Purchase Order	
	<u>Misc</u>	
	Billing Requirements Guide Direct Care Services (DCS) Table	
5	QUALITY MANAGEMENT	
5.1 5.1.1 5.2 5.3 5.3.1 5.4	Quality Management and Improvement Overview Contractor Responsibilities Business Continuity and Recovery Annual Plan Summary of Continuous Quality Improvement Site Review Process	5-1 5-1 5-1 5-2 5-2 5-2
	<u>Forms</u>	
	Annual Family Resource Coordination Program Report Annual Plan Quality Management Business Continuity and Recover Plan Contractor Deliverables/Reporting Compliance Monitoring Family Resource Coordination Compliance Site Review Worksheet Family Satisfaction Survey FRC Staff Business Continuity and Recover Plan Training Log Summary of Continuous Quality Improvement Technical Assistance Site Review Site Review Compliance Report	:
	<u>Misc</u>	
	Compliance Calendar Family Satisfaction Survey Guide	
6	PROCEDURAL SAFEGUARDS	
6.1 6.2 6.2.1 6.2.2 6.3 6.4	Overview	6-1 6-1 6-1 6-1 6-2

## **TABLE OF CONTENTS (cont.)**

<u>Chapter</u>		<u>Page</u>
6.4.1 6.4.2 6.5 6.6 6.7 6.8	Requests for Review of Records Procedures for Record Review Corrections to Records Confidentiality Record Retention Complaints and Grievance Process	6-2 6-3 6-3 6-3 6-3
	<u>Forms</u>	
	Family Rights and Grievance Process Report of Records Destruction	
	Form Letters	
	Records Maintenance End of SFY Contractor Letter	
	<u>Misc</u>	
	Complaint and Grievance Process	
7	GLOSSARY	
Q	DESCRIBEES and LINKS	